

2022 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

LIBRARY NAME

Penticton Public Library

CHECKLIST

For the PLGR to be considered complete, please ensure you have provided information for each of the following sections. Suggested word counts have been included for each question, but feel free to include more or less text as needed – text boxes will expand as you type. Click on a title in the list below to jump to that section of the document.

- [1. INTRODUCTION - LIBRARY AND COMMUNITY PROFILE](#)
- [2. MAJOR PROJECTS/PROGRAMS](#)
- [3. CHALLENGES](#)
- [4. COVID-19 RELIEF & RECOVERY – 2022 PROGRESS REPORT](#)
- [5. BOARD APPROVAL](#)

INTRODUCTION - LIBRARY AND COMMUNITY PROFILE

Provide a brief description of the community and library, focusing on what has changed in the past year. If provincial funding is primarily used to support your library's core operations, please include a general describe where it is applied (staffing, utilities, collections, etc.).

The City of Penticton sits in the south Okanagan between Skaha and Okanagan Lakes. We are a vibrant festival, wine, and sports tourism destination. The community is growing slowly, though is bound geographically. As we are surrounded by smaller communities, whose libraries are part of the Okanagan Regional Library, the BC OneCard program is heavily used at our library by residents of those communities.

The provincial funding provided to our library broadly support our collections, interlibrary loans and the BC OneCard. Additional funding through the literacy equity grant also goes to support programs and initiatives at the Penticton Public Library.

2. FEATURED PROJECTS/PROGRAMS

Please describe any featured projects/programs the library has delivered in the past year. To report on multiple projects/programs, "copy" the blank table below and insert additional tables as needed using the "paste" function. Use one table per project/program. You do not need to report on every project/program, only highlights/notable examples.

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| Project/Program Name |
| Holds locker |
| Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program. |
| The installation of the Penticton Public Library holds locker and the City of Penticton Recreation Centre, primarily materially funded by the City of Penticton, with the support of the Community Services department. Further support for the operations of the holds locker is supported by the provincial Literacy and Equity grant. |
| How does this project/program support the library's strategic goals? |
| The Penticton Public Library has the strategic goal to promote access with the specific business plan goal to consider alternate pick up and drop off locations. The Community Centre was chosen as a pilot for this service due to the close partnership of the Library and the City of Penticton. Further strategic direction to seek out ways to provide innovative services to our community were enhanced by this project. |
| How does this project/program support the B.C.'s strategic goal(s) for public library service from the strategic plan, which include: |
| <ol style="list-style-type: none"> 1. Improving Access 2. Building Capacity 3. Advancing Citizen Engagement 4. Enhancing Governance |
| The Penticton Public Library Holds Locker project supports the BC strategic goals for public libraries by improving access for British Columbians in leveraging the strength of our local network of services to provide library services outside the hours and physical branch of the library. The project also seeks to increase the opportunities for our community to access library services thereby supporting the provincial strategic goal to Advance Citizen Engagement. |
| What are the key outcomes of this project/program? |
| <p>The key outcome of this project is that patrons of both the library and recreation centre will be able complete library transactions remotely for ease and convenience.</p> <p>The ultimate outcome of this project is projected to change the access patterns of patrons who find the library's hours or location inconvenient and to reach those individuals who without this service may not use the library's services.</p> |
| Did provincial grants enable this project/program? If so, how? |
| The provincial grant supports the daily operating of the holds locker, including the mileage payments and staffing costs. |

[Copy and insert additional tables below for each additional project/program as needed]

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| Project/Program Name |
| Expansion of digital resources |
| Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program. |
| In light of the rising demand for digital resources, the Penticton Public Library has undergone a multi-year assessment and critical evaluation of the use of the digital resources subscribed to by the library. From this assessment, the library added several high interest digital products to its digital collection. These products are designed to provide enhanced services beyond the scope of resources that the library has available in physical or in-person form. For example, the Skill Share database provides high interest learning opportunities for our patrons with wide ranging topics from photography to UI/UX Design. |
| How does this project/program support the library's strategic goals? |
| This project aligns with the Penticton Public Library's strategic goals to improve access and learning opportunities for our community. While the goal itself is self evident, the library staff recognizes that this project will require further enhancement and adjustment on an ongoing basis, as the tastes and needs of the community expand and change over the years. |
| How does this project/program support the B.C.'s strategic goal(s) for public library service from the strategic plan, which include: |
| <ol style="list-style-type: none"> 1. Improving Access 2. Building Capacity 3. Advancing Citizen Engagement 4. Enhancing Governance |
| Expansion of the digital resources at the Penticton Public Library supports the BC strategic goal for public library services to improve access for British Columbians to access user-centred services by focusing on the high demand and high interest digital collections which in turn advances citizen engagement through increasing the opportunities for individuals to access information as life-long learners. |

What are the key outcomes of this project/program?

The immediate outcome of this project is to increase opportunities for residents to engage with resources by providing enhanced resources for learners. This is assessed through the usage of these new digital services.

The intermediate outcome of this project is that library users will look beyond the book catalogue when seeking information, develop comfort and familiarity with the library's digital resources, and actively participate in the programs and services with the digital component.

The ultimate outcome for this project is that residents of the City of Penticton will benefit from ease of access to many of the resources they need to thrive as learners and individuals.

Did provincial grants enable this project/program? If so, how?

Provincial funding contributes to our overall collections budget and so helped enable this project.

Project/Program Name

Fine free library

Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.

Late in 2021, the Penticton Public Library Board elected to pilot being an overdue fines-free library, following the broader trend across public libraries in North America and in attempt to remove barriers to service. Further, this move was well supported by the municipality despite the reduction in income from fines.

How does this project/program support the library's strategic goals?

This project went to supporting most of the Penticton Public Library's strategic framework priorities in that it removed a major barrier to accessing library services by those who need it most. Ensuring access to information and learning opportunities is a fundamental priority for the Penticton Public Library Board and staff and while the overdue fines amounts may seem negligible for many, for others an overdue fine may be the difference between accessing the library's services and not.

How does this project/program support the [B.C.'s strategic goal\(s\) for public library service](#) from the strategic plan, which include:

1. Improving Access
2. Building Capacity
3. Advancing Citizen Engagement
4. Enhancing Governance

The Penticton Public Library being an overdue fine free library supports the provincial strategic priority to improve access to library resources for BC's citizens as it removes one very common financial (and psychological) barrier to accessing libraries.

What are the key outcomes of this project/program?

The key outcome for being an overdue fines-free library is to improve the quality of life for residents of the City of Penticton and our BC OneCard patrons by removing a financial penalty for mild infractions of their agreement for library use and thereby making library service more accessible for all.

Did provincial grants enable this project/program? If so, how?

No. However the continued ability for our library to maintain overdue-fine free status may depend on improvements in the provincial operating grant.

3. CHALLENGES

The following topics have been identified as recurring themes in previous years' PLGRs. The intent of this section is to collect detailed information in a structured, consistent format.

Please select the most significant challenges that the library has faced in the past year that you wish to comment on. Leave any other listed topics blank. Use the 'Other' row to include any ongoing or past challenges that not included in this list. If you have more than one 'Other' item to add, please insert additional rows into the table.

| Challenge | Briefly describe how this challenge has impacted the library/community, and what steps the library took to address it in 2022. Please specify if any provincial funding was used, e.g., annual library funding, the technology grant, other non-PLB provincial grants (up to 250 words per topic). |
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| COVID-19 (e.g., safety protocols, proof of vaccination) | <p>The library has adapted its program delivery dependent on the advice of Interior Health and the Provincial Health Officer – over the course of 2022 we moved from most programs being delivered online to in person. We put in place and later lifted masking requirements for patrons and staff. Additionally, through the fall of 2022 the Library required staff to provide proof of vaccination against COVID-19.</p> <p>Staffing levels, specifically managing the coverage requirements for sick time taken by staff also proved challenging throughout 2022. Many planned projects were incomplete or delayed at the end of the year and some have been reassessed for 2023.</p> <p>However, by the end of the year the library was largely back to pre-pandemic normal in terms of operations, programing, and staffing levels.</p> <p>Annual operating funding was used.</p> |
| Emergency response (e.g., fires, floods, extreme weather) | |
| Financial pressure (e.g., rising costs, reduced revenues) | <p>Reduced revenue due to stagnant provincial funding, decreased revenue in house including the removal of overdue fines, and communication faults with CoP have all led to financial strain on the library in 2022.</p> <p>The rising cost of resources are also negatively impacting the library's financial position in 2022. For an example, though several economies were made in terms of the libraries basic office supplies the Library still came in over budget by nearly 8%.</p> |
| Staffing (e.g., recruitment and retention, mental health, and wellness) | <p>As with many organizations, the Penticton Public Library has struggled with recruitment in 2022. It has been very challenging to find qualified candidates willing to move to the Okanagan for the wages that we are able to offer. For example, we had a six-month vacancy for a cataloguer in 2021 with only three candidates.</p> |

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| | <p>These difficulties have led to us searching beyond the profession and posting positions more widely. We have also done some creative restructuring of our departments and has led to the development of new positions which do not require specific library qualifications.</p> |
| <p>Disappearing services in the community (e.g., government, banking, health)</p> | |
| <p>Connectivity (e.g., low bandwidth, lack of home internet in the community)</p> | |
| <p>Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)</p> | <p>The aging facility has presented a host of difficulties over the years and most recently we had a burst pipe on December 24th. While the City and Library staff responded quickly to the flood, it was fortunate that we were closed for the week until New Year while the restoration work was being accomplished.</p> <p>Further challenges is that the library usage and service demands all indicate that the library would benefit from an additional professional or paraprofessional librarian to take over collection management duties or adult programming duties, however we simply cannot fit another person in our office space.</p> <p>However, on a positive note – the City of Penticton approved the construction of a new circulation desk which has opened up our public services area.</p> |
| <p>Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)</p> | |
| <p>Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)</p> | <p>Library is heavily used by vulnerable communities in Penticton. At the 2021 Homeless Count – by Homelessness Services Association of BC, there were approximately 114 unsheltered respondents. Of those, the 70 % reported two or more health concerns including mental health and addiction issues.</p> <p>This informed our decision, organizationally, to ensure that all staff were trained in Mental Health First Aid and to enhance our knowledge of the services provided in our community so that we may</p> |

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| | <p>better draw on service providers training in working with individuals experiencing vulnerabilities around homelessness.</p> <p>The provincial Covid-19 Relief and Recovery grant was used to fund the MHFA training.</p> |
| Other (please specify) | |

4. COVID-19 RELIEF & RECOVERY GRANT – 2022 PROGRESS REPORT

Summary and Overview

Please provide an executive summary (overview summary) on the library's use of the COVID-19 Relief and Recovery Grants. The purpose of this section is not to duplicate the individual projects details, instead provide a short analysis and summary of your overall approach and progress. Please limit to 2 paragraphs and feel free to use bullet points.

| Summary and Overview |
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| <p>A portion of the grant was used to pay for all staff to be trained in Mental Health First Aid, deemed a high priority due to the increasing volatility of some of our population and those struggling with their mental wellbeing. We also felt that the course would assist staff increase their knowledge regarding mental health, help reduce stigmas and encourage staff self-care.</p> <p>Additional projects we are looking to improve in 2023 with the funding forwarded from the 2022 library budget are:</p> <ul style="list-style-type: none"> - solutions for improving media shelving and creating clear wayfinding signage (project placed on hold during the pandemic due to reallocation of resources at that time.) - Emergency response planning, scheduled to speak with a consultant in March 2023. - Mobile technology lab (working title) to improve the library's technology infrastructure and enhance digital services and learning for our community. (project placed on hold during the pandemic due to reallocation of resources at that time.) |

| | Grant budget | Reallocated budget |
|---|--------------|--------------------|
| COVID-19 Relief & Recovery Grant Amount | \$37,825 | |
| Emergency Planning & Preparedness Grant Amount | \$12,608 | |
| Total Grant Amount | \$50,435 | |

Project Progress Report

Please use this section for:

1. Report progress on projects included interim report **and/ or**
2. New projects developed since interim report (copy and paste tables as needed)

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| Project/Program/Activity | Mental Health First Aid |
| Rationale | Increasing demand for mental health training due to ongoing challenges. (See above.) |
| Area of Need | COVID-19 Relief and Recovery |
| Action/Output/Deliverable | All regular adult staff will be certified in the delivery of mental health first aid |
| Outcome/Impact | Staff will feel confident and compassionate when working with patrons who may be struggling with their mental wellbeing. The MHFA training will also help staff increase their knowledge regarding mental health, help reduce stigmas and encourage staff self-care. |
| Metrics | 19 staff with completed MHFA certificates. |
| Collaborative Links (if applicable) | |
| Expenditure | 4595 |
| Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.). | Complete – however, as new staff are onboarded at the library we will be ensuring they also take this certificate. |
| Comments (optional) | Working with patrons who are struggling with their mental health (including addiction) has been an ongoing challenge for staff. We hope to empower staff in their work with patrons and provide them with the tools necessary to help. |

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| Project/Program/Activity | Distance meeting set up technology |
| Rationale | Covid 19 brought on the need to be flexible in meeting types – virtual and physical. |
| Area of Need | COVID-19 Relief and Recovery |
| Action/Output/Deliverable | Purchase of OWL Labs camera/microphone |
| Outcome/Impact | The library will have the flexibility to host hybrid virtual/in person meetings for the board and eventually may make this accessible to the public |
| Metrics | Purchase of camera/microphone for hybrid meetings |
| Collaborative Links (if applicable) | |
| Expenditure | \$1499 |

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| Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.). | Purchased and used in meetings to date. We will be investigating a proper storage case and assessing the need to add this to our Library of Things collections. |
| Comments (optional) | |

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| Project/Program/Activity | Improving accessibility and access to library materials |
| Rationale | The pandemic and material needs for reopening paused this planned improvement due to staffing and financial reallocations. |
| Area of Need | COVID Relief and Recovery |
| Action/Output/Deliverable | Replace existing information station furniture and media shelving and improving wayfinding in the Library |
| Outcome/Impact | Improve movement flow and increase accessibility through the library by replacing large furniture with more streamlined equipment. Clear wayfinding signage is badly needed. |
| Metrics | Installation of new furniture by Fall 2023 |
| Collaborative Links (if applicable) | |
| Expenditure | Approx. \$15,000 |
| Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.). | Original date delayed due to material shortages. |
| Comments (optional) | |

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| Project/Program/Activity | Mobile tech lab (working title) |
| Rationale | Finite amount of technology space in the physical plant of the library beyond public access computers. Public demand for new and creative technology including design software. |
| Area of Need | Covid Relief and Recovery |
| Action/Output/Deliverable | Information Systems team will develop a mobile technology lab – including laptops, design software, 3D printer, vinyl cutter, and other creative and emerging technology. For use in the Library/Museum buildings auditorium. Due to space constraints the Library cannot adapt our public computer space to meet emerging or creative technology needs in our community. Programs and services will be developed around this lab, with a specific focus on early-stage use. |
| Outcome/Impact | The new technology will be accessible to all registrants to learn and use within the Library/Museum Building. |
| Metrics | 10 to 15 workshops May 2023 to October 2023 |
| Collaborative Links (if applicable) | Possible collaboration with the municipal or school district IT departments to facilitate purchasing. |
| Expenditure | Approx. \$15,000 |
| Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.). | Project delayed due to staffing shortage as project lead moved on to another position. |
| Comments (optional) | |

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| Project/Program/Activity | Emergency Response Planning |
| Rationale | Key focus of libraries in general, various incidents have highlighted the need for focus |
| Area of Need | Emergency Planning & Preparedness |
| Action/Output/Deliverable | Senior staff to receive training in ERP, plus consultant to be engaged to assist in the development of ERP for the Library. |
| Outcome/Impact | Senior staff trained, ERP written and approved |
| Metrics | Plan will be complete by YE 2023 |
| Collaborative Links (if applicable) | Municipality Health and Safety advisor |
| Expenditure | \$9,000 |

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| Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.). | Chief Librarian completed Business Continuity planning course, two senior staff currently attending, the fourth will attend in the spring. Names of local ERP consultants received for consideration. |
| Comments (optional) | |

5. BOARD APPROVAL

Electronic signatures are acceptable where physical signatures are not feasible.

Library Director Signature:  Date: 22 Feb 2023

Board Chair Signature:  Date: Feb 22/23